

# NARESH D. NAIR

*I am currently on a Stamp 4 visa and can legally work in Ireland without any sponsorship*

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## SUMMARY

**Ek-TikToker** with a proven track record in driving process improvement initiatives and operational excellence with large teams spread across multiple geographies. Skilled in Six Sigma methodologies, project execution, and fostering strong client relationships. Recognized for leadership in talent management and reducing operational errors, contributing to significant enhancements in efficiency and quality.

## EXPERIENCE

### TIKTOK TECHNOLOGY LIMITED

**Head of Site (Trust & Safety)** – Gurugram, India

04/2019 – 06/2022

**Global Quality Leader (Monetization)** – Dublin, Ireland

04/2019 - 08/2024

- Achieved recognition with 2 global awards for exceptional site management and successful WFH transition for 500+ team members
- Led 21 process improvement initiatives to enhance operational efficiency and innovation
- Conducted training sessions for staff on quality principles, tools, and techniques to foster a quality-centric culture
- Facilitated root cause analysis and implemented preventive measures to reduce product defects and improve quality
- Reviewed customer complaints, identified trends and recommended corrective action plans
- Oversaw vendor quality performance, conducting audits and assessments to maintain high-quality supply chain
- Involved in sourcing of new vendor partners and develop business strategies and work allocation across existing partners
- Partnered with vendor leadership teams to ensure high level execution of SLAs/contracts

**Associate Manager**, 06/2013 - 03/2019

**Accenture Operations** - Mumbai, India

- Oversaw a team of 240+ across banking & digital marketing, optimizing workflows and ensuring quality service delivery.
- Managing the different workflows for a top social media client
- Responsible for ensuring turnaround time, volumes and quality is balanced in 24 x 7 operations
- Responsible for leadership and account management – balancing cost & revenue

## SKILLS

- Project planning & Execution
- Process Excellence & Re-engineering
- Audits & Operational Compliance
- Vendor management
- Talent Management
- Operational excellence
- Product Management
- Account Management

## EDUCATION

**Honors Diploma:** Systems Management, 2000

**NIIT Ltd.**

GPA: A

**B.Sc. :** Chemistry, 1997

**Mumbai University through Bhavan's College** – Mumbai. India

## PROFESSIONAL CERTIFICATIONS

- Participated in the First Time Manager Program (sponsored by CGSL) held by Chrysalis, Mumbai - 2007
- Participated in the Train the Trainer Program (sponsored by CGSL) held by Chrysalis, Mumbai - 2006.
- Has successfully completed CBQA (Certified BPO Quality Analyst) recognized by NASSCOM, 2006.
- Is a Microsoft Certified Professional.
- Extensive industry expertise in KYC, underwriting processes with strong knowledge of US/Middle east geographies.

**Assistant Manager**, 03/2010 - 05/2013

**Tata Consultancy Services** - Chennai, India

- Managed a team of 93 associates as part of the Collections team of the CitiMortgage US residential Foreclosure process
- Part of the Audit Task Force that specializes in data preparation/collation and ensuring processes are compliant for various audits
- (PRR, COPC, RCSA to name a few)

**Business Systems Analyst**, 11/2007 - 02/2010

**NDS InfoTech Ltd** - Mumbai, India

- Has managed hiring, training and migration of a 32 seater KPO unit single-handedly in Mumbai and was reporting to the VP, Operations
- Was on-site (Client's office at Florida) for a period of 5 months in 2008 studying existing business systems which were later translated to technical specifications
- Preparing test case plans, release documents, user manuals that aid software release
- Well conversant with RFP's and EOI's for project biddings
- NDS InfoTech Ltd is an Indian subsidiary of NDS USA LLC which is headquartered in Florida, U.S.A

**Underwriting Officer**, 07/2007 - 11/2007

**Barclays Bank** - Mumbai, India

**Supervisor- Quality & Training**, 03/2004 - 07/2007

**Citigroup** - Mumbai, India

## PERSONAL INFORMATION

- Date of Birth: 07/18/76
- Marital Status: Married

## ACCOMPLISHMENTS

- Got promoted at TikTok India within a year of joining to take up the role of Head of Site for Trust and Safety.
- Won the Spot Bonus award for Q2 2024 for process excellence/innovation
- Won the TikTok ByteStyle award in 2020 for championing the "STOP COVID Misinformation" initiative which resulted in sweeping the platform and removal of 200K+ harmful content that was spreading misinformation